MCA

DEPARTMENT OF THE AIR FORCE

HEADQUARTERS AIR FORCE MATERIEL COMMAND
WRIGHT-PATTERSON AIR FORCE BASE OHIO

06 JUN 2005

MEMORANDUM FOR SEE DISTRIBUTION Installation Commanders

FROM: HQ AFMC/MSE
4225 Logistics Avenue
Wright-Patterson AFB OH 45433-5746

SUBJECT: Utility System Emergency Response Requirement – Utility Privatization and A-76 Policy

1. This memo clarifies policy regarding the emergency response time for utility systems. The one-hour standard for the response to emergencies identified in the Air Force Request for Proposal (RFP) template for Utility Privatization (UP) shall be followed except in those rare instances where deviations are justified and approved. This standard will reduce O&M costs without creating adverse hardships or risks. This policy is consistent across the Air Force--other major commands follow the UP RFP template (attached). This standard should be incorporated into UP RFPs immediately and A-76 Statements of Work (SOW) at the next appropriate opportunity.

2. Requests to deviate from this policy standard must be submitted to and approved by this office. Requests must be supported with a detailed description of the requirement, a full justification and a comprehensive cost-benefit analysis.

3. We do not expect many special situations warranting a deviation from the standard. First responders must be prepared to deal with life-safety risks associated with system emergencies. Critical mission activities should be supported with uninterrupted power supply and emergency generator systems. Special, one-time activities, such as high-cost, high risk lab tests, might merit special support, but RFPs/SOWs should, after approval, be carefully tailored to address special situations and not drive extraordinary response requirements on a recurring basis.

4. Lieutenant Colonel Rob Germann, HQ AFMC/MSEOM, DSN 787-0168, COMM 937-257-0168, manages the AFMC UP program and Civil Engineer A-76 matters, and is available to address this topic with your team as needed.

v/R James R Pennino

JAMES R. PENNINO, SES
Command Civil Engineer
Directorate of Mission Support

Attachment:
Comparison of UP Emergency Response Reqmts

Distribution:
AEDC/SD/DO
66 ABW/CC
72 ABW/CC
75 ABW/CC
78 ABW/CC
88 ABW/CC
95 ABW/CC
377 ABW/CC

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USAF/ILEX
AFCESA/CEI
HQ AFMC/IG
HQ AFMC PKP
HQ AFMC/XPM
HQ AFMC/MS

Comparison of Utility Privatization (UP) Emergency Response Requirements

Discussion:

- AFI 32-1001, Operations Management, does not set a response time standard for service calls. It defines an "Emergency" as "Work required to eliminate an emergency condition within 24 hours of notification that is detrimental to the mission or reduces operational effectiveness."
- The UP RFP template sets a standard response time for emergencies, "the contractor to be on site within 1 hour and have crews working on the remedy within 2 hours."
- Other major commands, including their headquarter bases, follow the RFP template.
- Per the UP A-E, changing the response requirement would not significantly impact the Government Cost Estimate (GCE). The GCE is based on a direct hours approach and only the actual hours charges to the utility systems are included in the GCE – the GCE would not be greatly impacted by a change in the emergency response requirement in the RFP.
- Five AFMC bases have set their own emergency response standards with W-P at 10 minutes, Arnold industrial area at 15 minutes, Tinker at 20 minutes, Edwards and Robins at 45 minutes, and Hanscom, Hill and Kirtland following the RFP template. Details are in the table below.
- In contract, the 10 minute response time at W-P would likely require an offeror to have people available on the base full time to meet the short response time requirement.

	UP Emergency Response Requirement
AETC	AETC bases, including Randolph, follow the RFP template. (1 hour)
PACAF	PACAF bases, including Hickam, follow the RFP template. (1 hour)
AMC	AMC bases, including Scott, follow the RFP template. (1 hour) Grand Forks is the only exception because of the cold climate conditions.
AFSPC	AFSPC bases follow the RFP template. (1 hour) Cape Canaveral is the only exception with special coverage during space launches.
ACC	ACC bases follow the RFP template. (1 hour)
Arnold	The UP Contractor shall respond immediately. A representative shall be on the site of the emergency within 15 minutes in the industrial area and within 1 hour elsewhere. Additionally, repair crews must respond to the emergency site within 2 hours.
Edwards	Contractor shall respond (onsite) to emergency service requests within 45 minutes for the facilities listed in Annex H to the *Base Civil Engineer Contingency Response Plan, June 2003*. For non-duty hours, the Contractor shall respond within 75 minutes for facilities located on Main Base and 90 minutes for facilities located at AFRL.
Hanscom	Follows the RFP template. (1 hour)
Hill	Follows the RFP template. (1 hour)
Kirtland	Follows the RFP template. (1 hour)
Robins	Contractor shall respond to emergency service requests within 45 minutes for the facilities listed in Annex H to the *Base Civil Engineer Contingency Response Plan, April 2002*. For all other reported outages a representative shall be on the site of the emergency within 1 hour. Repair crews must respond to the site within 2 hours.
Tinker	… the Contractor will respond to (emergency) problems within 20 minutes of notification during duty hours and within one hour during non-duty hours.
Wright-Patterson	… the Contractor shall respond to emergency service requests within 10 minutes, during normal duty hours and within one hour during non-duty hours

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